

**PUBLIC GRIEVANCES COMMISSION**  
(Govt. of NCT of Delhi)  
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110  
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903  
Website : [www.pgc.delhigovt.nic.in](http://www.pgc.delhigovt.nic.in) E-mail :pgcdelhi@nic.in

**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR**  
**dated 25.9.97**

Date of hearing: 26<sup>th</sup> Feb., 2020

Complainant : Ms Vidya Wati  
Respondent : Director of Education, SDMC  
Grievance No. : PGC/2019/MCD/61

**1. Brief facts of the complaint**

Ms. Vidya Wati, a retired teacher, has filed a grievance in PGC regarding fixation of pension from SDMC and disbursal of pending dues for the past years.

**2. Proceedings in the Public Grievances Commission**

The PGC has convened six hearings in the matter so far and in the hearing held on 26.02.2020, the following are present:

Complainant : Present  
Respondent : Mr. Sabir Ali, SSA,  
Education Deptt., CNZ  
Sh. Kavi Raj, JAO (P),  
Pension Cell HQ

**3. Relevant facts emerging during the hearing**

3.1 Sh. Kavi Raj, JAO (P), Pension Cell HQ, SDMC is present in the hearing and submitted a letter written to the Manager of Punjab National Bank, Lodhi Road, New Delhi by Accounts Officer (Pension) giving details of the "Release of Revised Pension to Smt. Vidyavati, W/o late Sh. Ashok Kumar, PPO No.15522.

As per the letter, the pension in favour of Smt. Vidyavati, W/o late Sh. Ashok Kumar, PPO No.15522 has been revised

w.e.f. 01.09.2017 onwards. The total payable amount comes to Rs.25,836/-.

3.2 Mr. Sabir Ali, Sr. Secretarial Asstt., Education Deptt., CNZ, SDMC submitted a status report from Dy. Director (Education), CNZ stating that:

“As mentioned by the applicant in her grievance, the difference of pension commutation has been made by Accounts department, Central Zone. However, payment of Rs.41,102/- as commutation of payment has been released through RTGS. Copy of the same is enclosed herewith for kind information please.”

**4. Recommendations of the PGC :**

4.1 Ms Vinita Gupta, Accounts Officer (Pension), SDMC is advised to pursue the matter with the bank for release of revised pension along with arrears to the complainant.

4.2 Manager, Punjab National Bank, Lodhi Road is advised to look into the matter and ensure that the revised pension along with arrears is credited to the pensioner's account.

With the above directions the matter stands closed at the level of this Commission.

(ASHOK KUMAR)  
CHAIRMAN

No. PGC/2019/MCD/61/

Dated:

**To:**

1. Ms Vineeta Gupta, Accounts Officer (Pension), SDMC, Pension Cell, HQ, 3r Floor, Civic Centre, Minto Road, New Delhi – 110024
2. The Manager, Punjab National Bank, Lodhi Road, New Delhi – 110003

**Copy for information to :**

Ms Vidya Vati